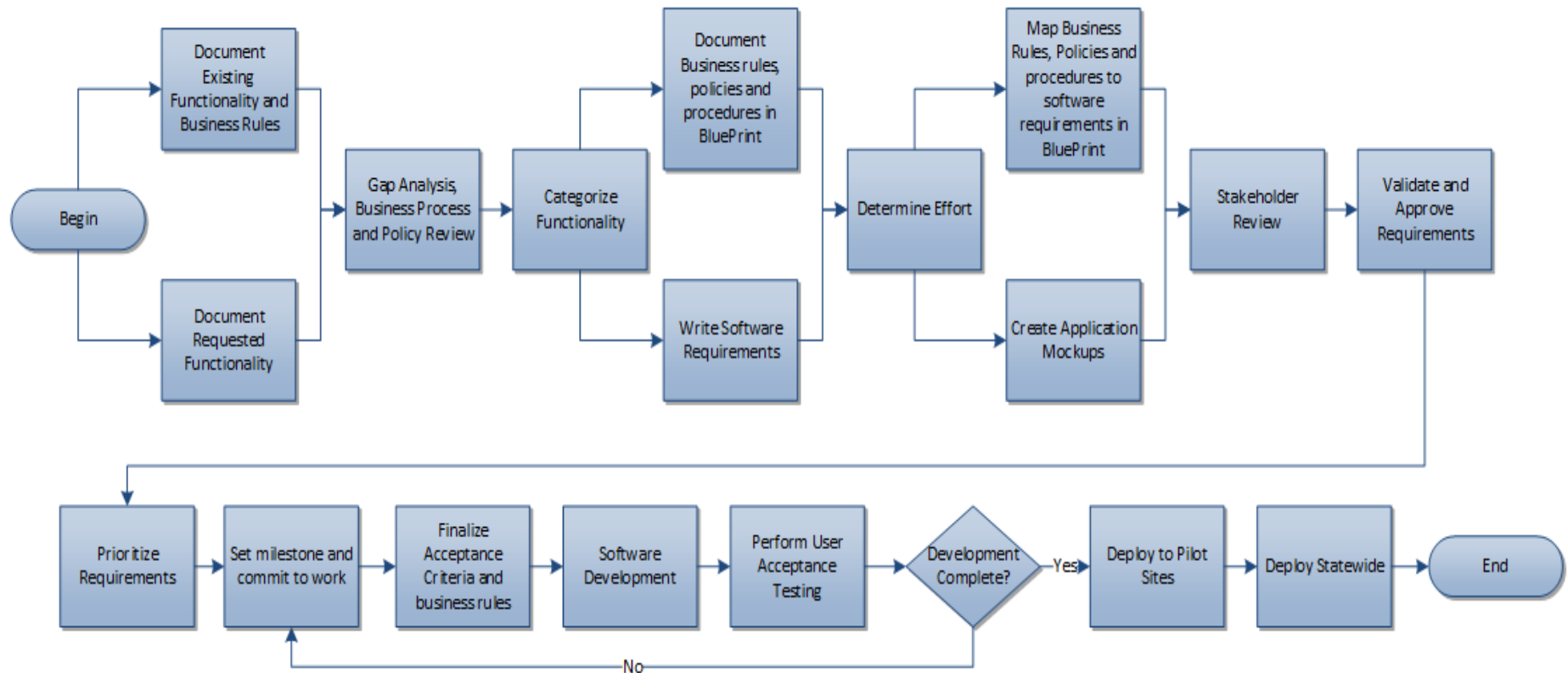




Motorist Modernization Phase I



Requirements Gathering Process



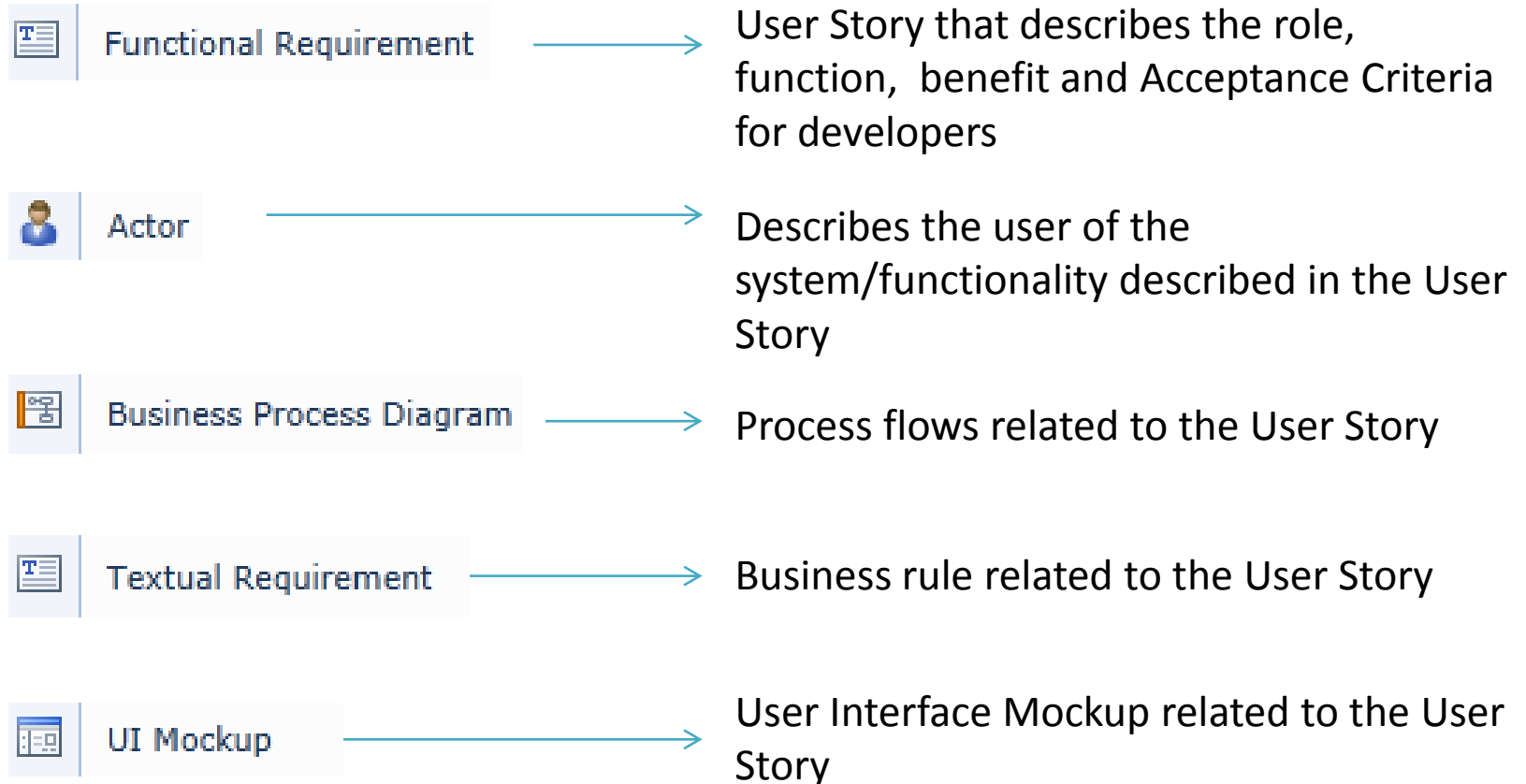
Requirements Gathering Process

- **Document Existing Functionality** – Existing functionality and business rules are extracted from the source code
- **Document Requested Functionality** – Requests for new functionality are captured from various means such as workshops, surveys, office visits, and meetings with Motorist Services personnel
- **Business Process/Policy Review** – Existing business processes and policies are analyzed and improved if possible
- **Approve Functionality**– Motorist Services staff analyzes existing and requested functionality and determines whether or not it needs to exist in the new system

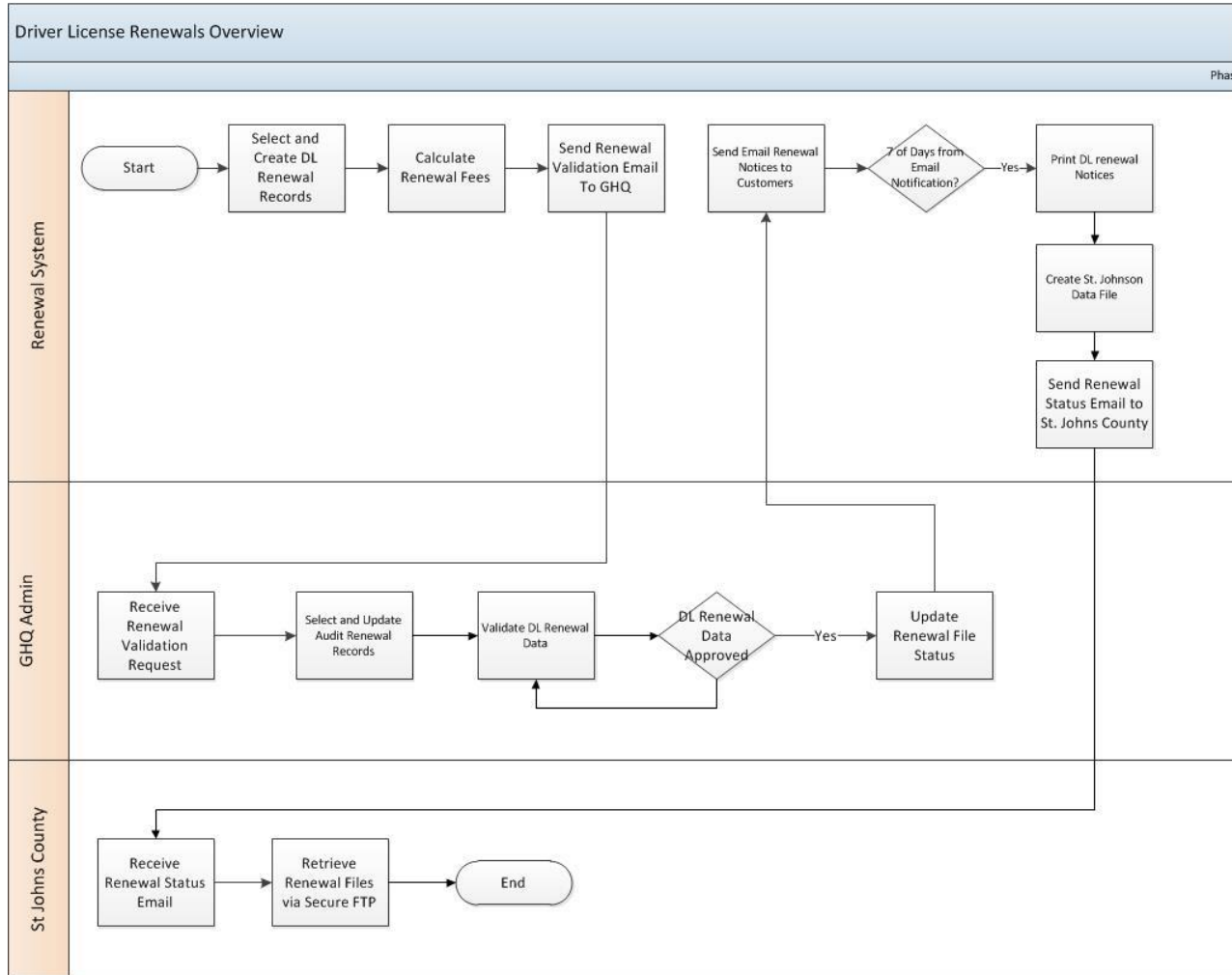
Requirements Gathering Process

- **Write Software Requirements** – All approved functionality is converted into requirements for the software developers
- **Document Business Rules** – Business rules needed by the software requirements are documented
- **Design Application** – Mockups and wireframes are created
- **Stakeholder Review** – Mockups and new functionality are previewed to stakeholders so that feedback can be given
- **Approve Requirements** – Motorist Services staff approves the software requirements, mockups and business rules
- **Development** – Software development starts


Blueprint



Process Flow Diagrams



Mockup Diagrams



Driver License Inquiry

Home Renewal Inquiry Maintenance GHQ Vendor Maintenance GHQ Notifications Audit Summary

License Details

Name: Judy Johnson

Resident Address: PO Box 7133 Tallahassee, Florida 32304

Res Co. 13

DOB: 01/25/1965

Sex: F

Height 5'2

Driver License Nbr: J525422655250

Issue Date: 01/25/2009

Expiration Date: 01/25/2015

License Type: ####

License Type Class: Class E

Shipping Name: Judy Johnson

Shipping Address: PO Box 7133 Tallahassee, Florida 32304

Citizenship: US Citizen

Real ID: Need Values

Email Address: myemailaddress@gmail.com

Vendor Name: Cass Data

☐ Convenience Eligible

☐ Unclaimed Property

Endorsement Code	Description
H	Hazmat
T	Tractors

Restriction Code	Description
A	Corrective Lenses
P	Interlock

SanctionsStopsFeesMessages

View Mailed Notification

View Email Notification

Send Email Notification

Cancel

Sanction Type	Sanction Code	Sanction Desc	Issue Date
REV	1	PERJURY/FALSE AFFID/OATH-ID APPLIC	01/25/2014
SUS	6	INCAPABLE OPR MV SAFELY-FAILED EXAM	01/25/2014
DISQ	27	VIOL IN CMV RESULTING IN A FATALITY	01/25/2014

Functional Requirements

PF7839: Functiona... * FR8494: Create...

Super App - DL Issuance > Functional Requirements >
FR8494: * Create Customer Summary Page Tab: Personal Details

Properties

Name
Create Customer Summary Page Tab: Personal De

Type
Functional Requirement

Transaction Type

System
DL Issuance

Functional Area
Customer Summary

User Story
As a [AC7982: DL Inquirer](#), I need a Personal Details tab created on the customer summary screen for the purpose of viewing an maintaining a customer's name, date of birth, gender and address

Alias ID

Effort
0

Iteration

Priority
225

Remarks
Developer Note This page will also be used for creating and updating personal

State
Ready for Grooming

Utility Panel

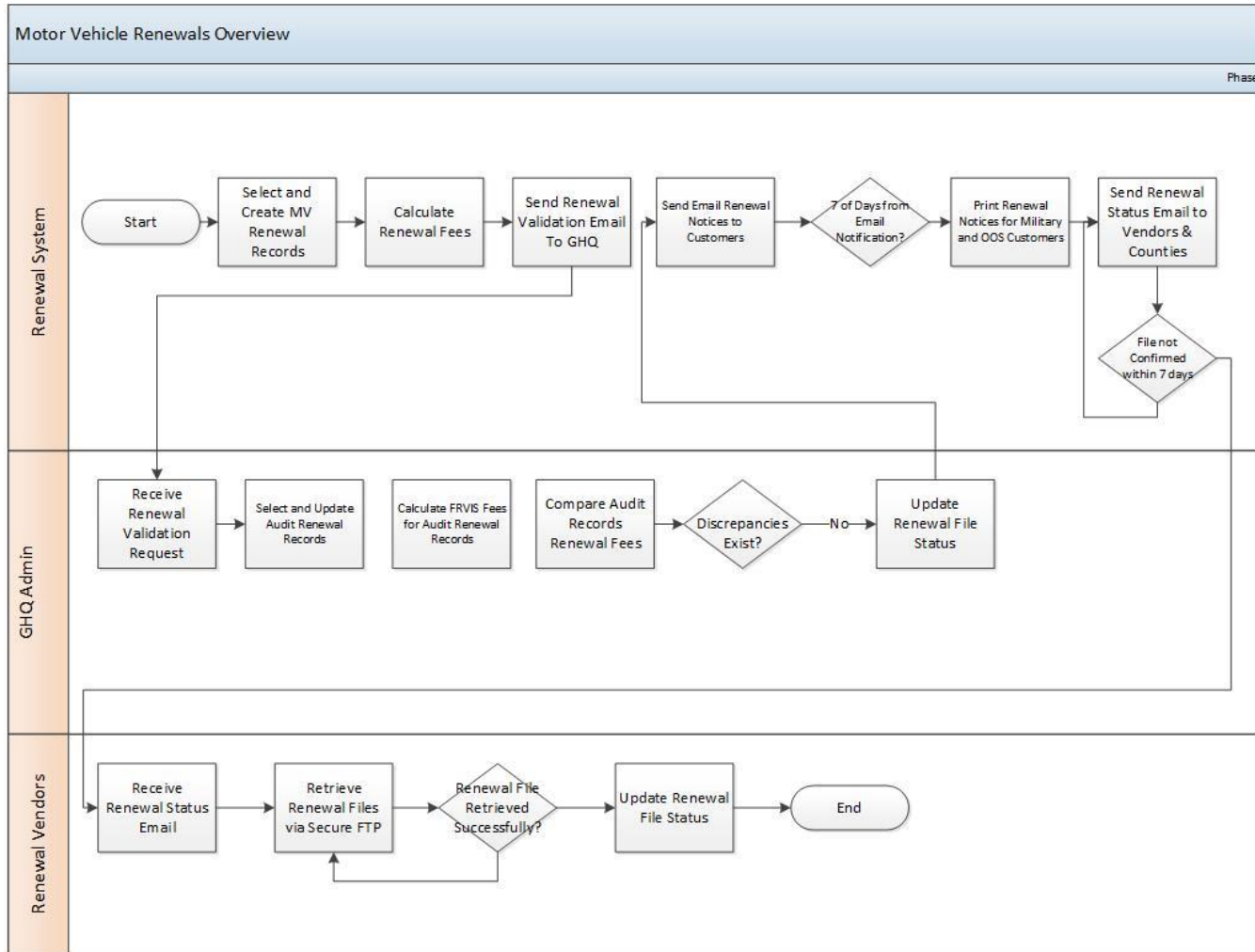
FR8494: Create Customer Summary Page Tab: Personal Details

Add Trace Relationships

	ID	Title	Project
Trace			
→	AC7982	DL Inquirer	Super App
→	BP12095	Name, Create Customer & Name Change	DHSMV
→	RQ16089	Customer Summary Tab - Personal Details	
→	UM18556	Customer Summary - Personal Details	Super App

MM Phase I System Overview

Monthly Motor Vehicle Renewals



Motor Vehicle Renewal Enhancements

The renewal file will now include renewal data for:

- ½ Year Heavy Trucks
- Dealer Plates
- Manufacturer Plates
- Transporter Plates

Motor Vehicle Renewal Enhancements

The following information will be provided for all registrants attached to the vehicle:

- Email Address (if provided)
- Customer Stop Details
- Financial Responsibility (FR) Stop Details

Motor Vehicle Renewal Enhancements

Indicators will be added to the file to note the following:

- Seminole/Miccosukee Indian Plates
- Honorary Consul plates that are due for replacement
- Legislative plates that are due for replacement
- Registrations that are eligible for online renewal

Motor Vehicle Renewal Enhancements

- Ability to track and maintain information on counties and their vendors
- Ability to track which vendor processed the renewal record
- Ability to perform an inquiry on renewal data and conduct historical comparisons

Motor Vehicle Renewal Enhancements

- HSMV will print renewal notices for out-of-state customers
- Upon receiving an email notification from HSMV, vendors will logon to the Department's secure FTP site to retrieve their renewal data
- Vendor's MOU status will be verified before the vendor is allowed to retrieve the renewal data

Time for a break!



MyDMV Portal

- Driver License Services
 - Driver License/ID Card Renewal
 - Driver License/ID Card Replacement
 - Downgrade to ID Card

MyDMV Portal Account

- Federated ID (Facebook, Google, etc.)
- Customer Profile
 - Default Language Setting
 - Login Notification
 - Activity Notification

MyDMV Portal Dashboard

- Alerts
 - Real ID Compliant
 - Emergency Contact Information
 - Sanctions
 - Social Security Status
 - Hazmat Status
- License Status
- Address
- Useful Links

MyDMV Portal

Commercial Driver License

Information System

- Commercial Driver License Services
 - CDL Renewal (Non Hazmat)
 - CDL Replacement
 - Downgrade to Class E License
 - Commercial Learner's Permit
 - Downgrade to ID Card

MyDMV Portal

Transcripts

- Purchase 3-year, 7-year, and Complete Driver Transcripts
 - My Driver Transcripts (Option for Certified)
 - Other Driver's (Option for Certified)
 - Bulk Transcripts

MyDMV Portal Subscription Monitoring

- Monitor My Driver Record
- Monitor Minor Child Driver Record
- Monitor Employee Driver Record

MyDMV Portal

Other Services

- Citation Inquiries
- Update Emergency Contact Information
- Transaction/Activity History Inquiry
- Clear Sanctions
 - Pay Reinstatement Fees
 - Update Insurance Information
 - Update Driver School
 - Notice of Non Ownership

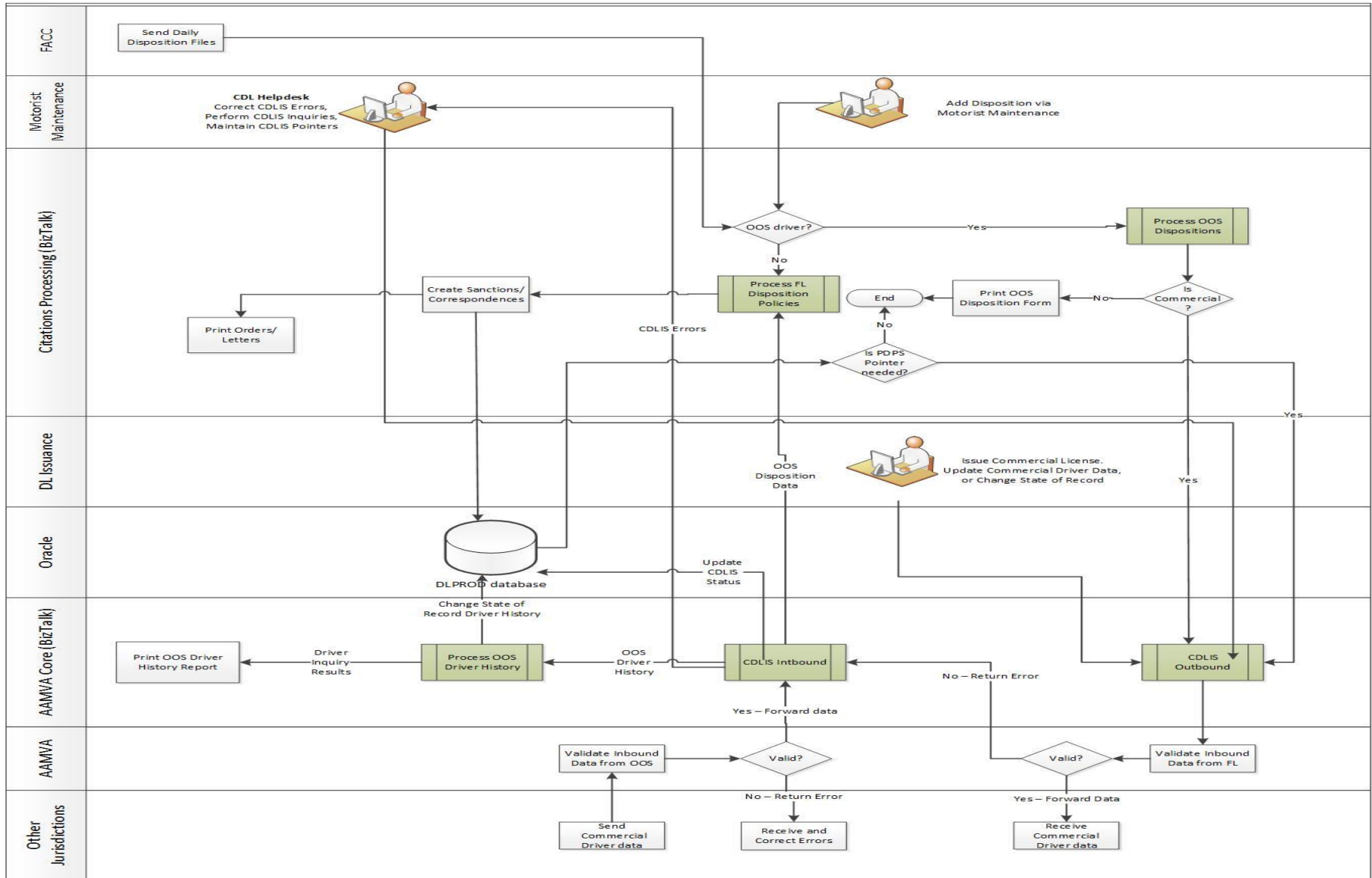
Commercial Driver License Information System (CDLIS) Overview

- Nationwide computer network regulated by American Association of Motor Vehicle Administrators (AAMVA).
- Enables state driver licensing agencies the ability to report and access commercial driver identification information, license information and driver history information necessary to regulate commercial drivers in the U.S.

Commercial Driver License Information System (CDLIS) Overview (cont.)

- Enables state driver licensing agencies to ensure that each commercial driver possesses only one driver's license and one complete driver record.
- CDLIS is used to complete various procedures:
 - Transmits out-of-state convictions and withdrawals
 - Transfers driver's record when a commercial driver moves to another state
 - Responds to requests for driver status history

CDLIS Process Overview



CDLIS 5.3.2 New Requirements

Commercial Learner's Permit (CLP) Mandates

- Subject to the same disqualification requirements as CDL holders
- Must be a separate document from the operator's or CDL base license
- Tamper-proof with the same standards as a regular driver's license and the same information as a CDL
- Valid no more than 180-days and 1 renewal is allowed
- Limited endorsements

CDLIS 5.3.2 New Requirements

Additional Federal Mandates

- CDL may be valid for no more than 8 years and 364 days
- Temporary CDL valid for no more than 60 days
- Required to use the federal standard restriction codes
- Mandatory Intrastate Restriction for drivers who self-certify in an intrastate category
- CDL Knowledge exams are valid for 1 year only if the Skills Test are not completed within the 1 year
- Disqualification periods must be consecutive

Driver License (DL) Issuance Enhancements

- Streamlined customer creation workflow
 - Single customer/name search
 - Display and edit existing name/DOB/gender/SSN
- Ability to change name/SSN/gender/DOB throughout issuance
- Improved customer summary (no longer requires the use of DAVID)

Driver License (DL) Issuance Enhancements

- Improved issuance workflow
 - Reordered or Combined screens
 - Retired unnecessary screens
- Ability to navigate to any point in the issuance
- Ability to change the transaction type at anytime during the transaction
- Streamlined DL History

Driver License (DL) Issuance Enhancements

- Combine Capture and DL Issuance into a single application
- Quick-help links throughout
 - Display satisfying requirements for sanctions within the application
- Automatically add endorsements and restrictions
- High-speed driver license renewals
- Improved confidential system

Driver License (DL) Issuance Enhancements

- No longer require use of external website
 - Improved customer service log (BOLO) that's accessible inside of DL Issuance
 - Ability to generate Local Exception numbers from within the application
 - Medical Re-Exam Interface
- Added dynamic cashiering
- Added auto printing capabilities

Driver License (DL) Issuance Enhancements

- New temporary permit transaction
 - Accountability
 - History
- Expanded use of Motorist Maintenance (no longer require use of Add/Modify)
 - Role based functionality
 - Electronic submission of Medical Re-exams